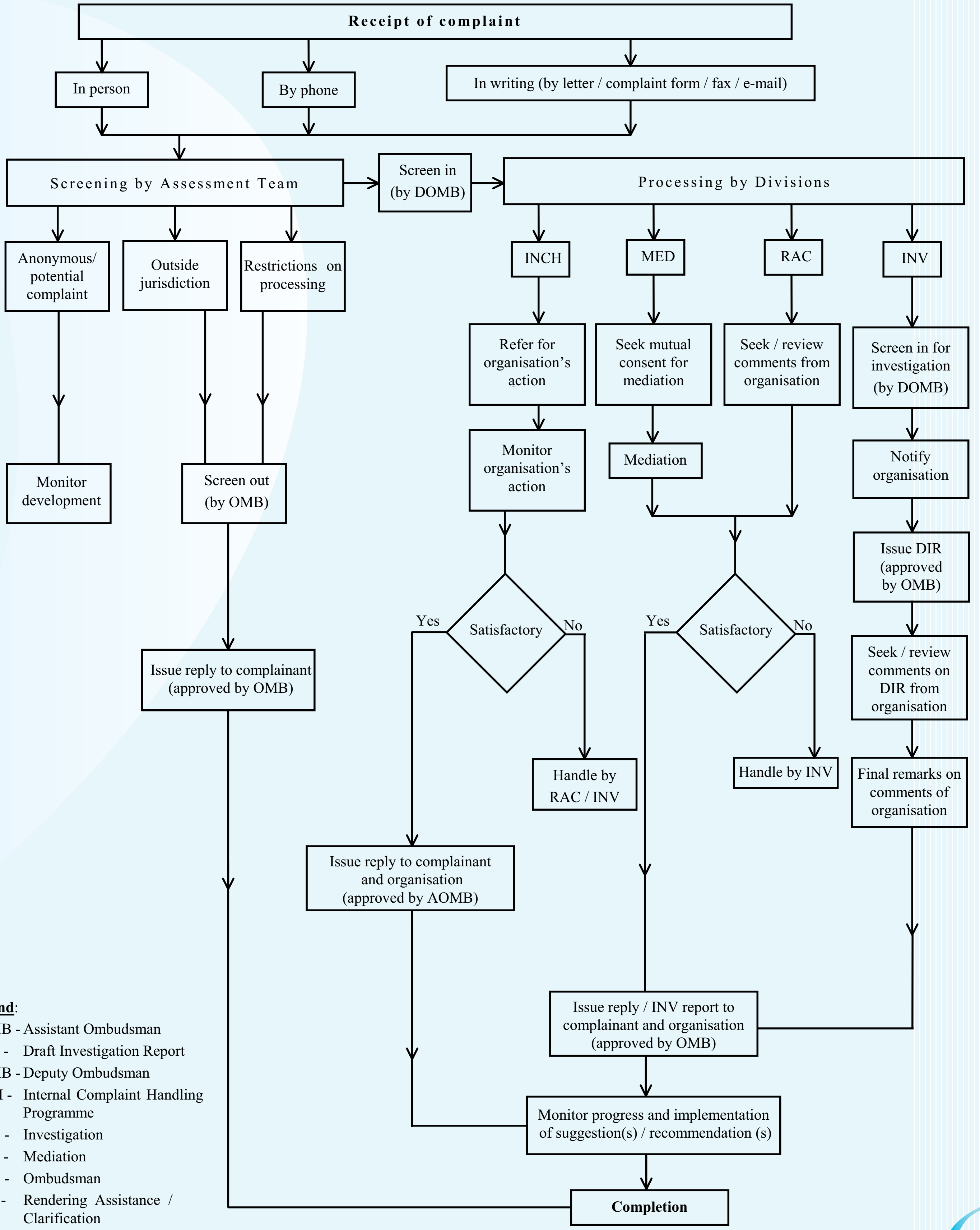
Flow Chart on Handling of a Complaint

Annex

3



Legend:

AOMB - Assistant Ombudsman
DIR - Draft Investigation Report
DOMB - Deputy Ombudsman
INCH - Internal Complaint Handling Programme
INV - Investigation
MED - Mediation
OMB - Ombudsman
RAC - Rendering Assistance / Clarification